INTRODUCTION

Health is considered as the most vital phenomenon which determines the prosperity and progress of the country at large. The health care industry is one of the largest and upcoming sectors in the world. In order to maintain a equilibrium between delivery and reception of health services, various policies, regulations and strategies have come up to enrich this fast growing profession. Nurses are the nervous centre of the health world. They play a pivotal role in enlargement and success of the healthcare sector. Nurses are considered to be patient's advocates and linkage between doctors and patients and even between patient and medicines as buffers, translators, mediators and facilitators. They are always thought of in health care sector. Moreover, being the key components of health care sector nurses have a significant role in upgrading health standard and enhancing patient care and safety.

Work environment is the collective group of various work related areas that affect the job outcomes, satisfaction and performance of an individual. In January, 2005 American Nurses Association of Critical Care released their standards for *Establishing and Sustaining Healthy Work Environment; A Journey to Excellence*. These essential standards include skilled communication, true collaboration, staffing, meaningful recognition and authentic leadership. In 2006, Shirey described healthy work environment as "Supportive of the whole human being", "patient focused" and "joyful workplaces".

Poor or deficient work environment jeopardizes many aspects of health care delivery. There is a mounting evidence that unhealthy work environment contributes to increased cost to the organization in terms of increased cases of medical negligence, dissatisfied patients, conflicts, turnover and poor reputation of the hospitals. Unpleasant and unsafe work conditions in the workplace rots the entire system of almost every organization. Hence, creation of healthy work environment is imperative to ensure patient safety, enhance retention of staff and maintain organisational profitability and goodwill in the hospitals AACN (American Association of Certified Nurse) defined 2 strategic platforms that now guide the Association's work initiative as:

1. Work and care environment must be safe, healing and humane, respectful of rights, responsibilities, needs and contributions of patients, their families, nurses and all other health professionals.
2. Excellence in acute and critical care nursing practice is driven by the needs of the patients and their families and is achieved when nurse's competencies are matched to their needs.

The work environment principles are necessary to abide by for creating and maintaining an enriched work environment in the health care sector for nurses. These principles if applied ethically and in good concern will make the nurses more devoted, honest and willing in the delivery of their services**.** A work environment furnished with these factors can lead to favourable outcomes for the health department and nurses in terms of high goodwill, improved employee morale, job satisfaction, less of negligence and increased patient satisfaction, less of attrition rate and so on.

REVIEW OF LITERATURE

TABULAR PRESENTATION OF ARTICLES REVIEWED

SNo.	Study Reference	Study Objective	Country	Sampling Method (SM), Sampling Size(SS), Data Source (DS)	Data Analysis Method	Findings
1.	Rawal, Dr.C.N.& Pardeshi, S.A. (2014)	It aims to examine that how the stress can be managed, eliminated or removed among nurses by government and hospital mgt so as to improve efficiency	INDIA	SS: 500 Doctors, 300 patients, 90 administrators DS: Primary and Secondary SM: SPSS EXCEL	Descriptive statistics, correlation and Z Test	The common stressors of public and private health sectors are resulting in stress and burnout of nurses equally in both the sectors.
2.	Ahmed, M.Z., & Safadi, E.G.(2013)	The aim of the study is to examine the conflict between actual and preferred	JORDON	SM: Quantitative non experimental correlational design	T Test and ANOVA TEST	There is conflict between actual and preferred level of participation

		decisional involvement among nurses		DS: Decisional involvement scale, five linker scale		between managerial and clinical nurses, the expected level of participation is still missing.
3.	Arulogun, O.S.,Omotosho, I.K., &Titiloye, M.A. (2013).	Sexual harassment has been one of the lacuna for poor performance and efficiency of nurses in Nigeria. Thus the aim of the study is to expose the form, experiences and discover the strategies against sexual harassment.	NIGERIA	SS: 250 STUDENTS SM: Using Questionnaire DS: Questionnaire, Descriptive cross sectional study	CHI SQUARE, Descriptive Statistics	Incidence of sexual harassments is deep rooted and common in Nigeria Nursing sector effecting the academics and work efficiency of both males and females. Hence, quick redressal of complaints is necessary.
4.	Stimpfel, A.W.,Sloane, D.M., & Aiken, L.H.(2012)	To study the effects of longer working hours nurses on the level of burnout, dissatisfaction & deficit in quality care.	UNITED STATES	DS: Secondary Analysis of cross sectional data. SS: 22,275 nurses SM: Control Variables	Descriptive statistics, statistical analysis software, SAS version 9.3 and significance level was<0.05 for 2 tail test.	The fatigue is caused to nurses by extended shifts and quality of patient care is also affected.

5.	Sharma,B., Roy, S.,Mavalankar, D.,Ranjan, P.,&Trivedi, P.(2010).	The aim of the study is to examine the roles of public health nurses and officers in terms of actual job description, work practices and disperancies if any, and the managerial practices of recruitment, training and performance appraisal, the motivations and perceptions.	INDIA	SS: 23 District of Gujrat DS: Structured Interview, time motion study and pilot observation		The posts of public health nurses are lying vacant due to shortages of senior public health officers and nurses to impart them training. Thus, further steps can contribute in overcoming the performance deficits of public health nurses and officers.
6.	Mackusick, C.I., Minick, P.(2010)	To examine the causes and effects of attrition of registered nurses.	UNITED STATES	SM: Snowballing technique SS: RN with minimum 1 yr experience of clinical practice	Use of Hermeneutics	Study highlights the lacuna responsible for leaving of clinical nurses.
7.	Shields, M., &Wilkins, K.(2009)	To examine the physical and emotional abuse from patients in nurses working in the hospital or other health care centers.	CANADA	SS: 18, 676 DS: Telephonic interview SM: Reliability Coefficient	Logistic regression models	Nurses are at high risk of patient abuse due to lack of healthy work environment in nurses of poor interpersonal relations and shortages of nurses.
8.	Heijden, F.vd.,Delli	The aim of the study is to	NETHERL	SS: (n=5126)	Chi-	These burnouts which are high

	ngh, G.,Bakker, A., & Prins, J.(2008).	examine the job burnouts among the physician and medical students and relationship of burnout factors with the suicidal tendencies of the medical students.	AND	SM: Maslach burnout inventory (MBI) DS: Self reported questionnaire, human service survey.	Square, Spearman's rank Kruskall-wallis test	risk factor should be dealt immediately and strictly because it can hamper the medical care and quality treatments of many patients.
9.	Castle, N.G. Engberg, J. Anderson, R. Men, A.(2007)	The relationship between job satisfaction of nurse aides and intent to leave and actual turnover after 1 year is examined.	America	SS: 1, 779 surveys from nurse aides. DS: Random sample of 72 nursing homes from 5 states. SM: Job satisfaction instrument specially developed for use with the nurse aides as well as previously validated measure of intent to leave and turnover.	Ordered Logistic Regression and Logistic Regression	Training rewards and work load are the basic core elements around which the job satisfaction and decision to leave the job depend of nurse aides. Thus, they should be taken care of effectively.
10.	Kwok, R.P.W.,Law,Y.K.,Y. Ng,K.Li., Cheung, M.H.,Fung. V.K.P,,Kwok,K.T.T., Tong,	The aim of the study is to examine the workplace violence in health sector, the possible negative impacts and consequences of the violence.	HONGKONG	SS: 420, DS: cross sectional study by answering the questionnaire	Statistical sources for social sciences Chi Square AP value of less than	There is a relation between workplace violence and job satisfaction as more the workplace violence, more

	JMK.,Yen, P.F., &Leung, W.C. (2006).				0.05	the job dissatisfaction level.
11.	Roger,E.A. ,Hwang,W. ,Scott, L.D.,Aiken , L.H., &Dingers, D.F.(2004).	The study focuses on whether there is any relationship among the hours of work and deficiencies in work. Further, the study brings in limelight the working patterns of hospitals in regard to shortages of nurses.	AMERICA	SS: 1725 nurses DS: Demographic questionnaire And log books SM: Descriptive statistics, frequency table.	Multi variate analysis Logistic regression GEE (Generalized estimating equation)	Probability of the committing errors by nurses can be reduced by reduced working hours and giving more time for leisure and recreational activities.
12.	Spooner-Lane, R., &Patton, W.(2004).	The main purpose of the study is to identify the main aspects of job burnout in public hospitals and to examine the impact of support from higher authority on stress burnout relationship.	AUSTRALIA	SS:237 nurses DS: Quantitative Method SM: Mean, Standard Deviation and Reliability Coefficient	SPSS 13.0 P<0.05, ANNOVA ANALYSIS KENDELL'S TAU-B Correlation Analysis	The need for organizational techniques is required to reduce the level of burnout because no evidence was found to indicate that work support had a buffering effect on the stress burnout relationship.

BOOK REVIEW 1

1. Luthans, F. (2008). *Organizational Behavior* (11th ed.). New York, NY: Mc Graw-Hill/Irwin, a business unit of **The Mc Graw Hill Companies, Inc, 1221.**

The Author **"FRED LUTHANS"** in his book "**ORGANISATIONAL BEHAVIOR**'' has provided deep understanding and appreciation of the role that organizational behaviour does and can play in effective management at all levels- self, team, unit ,department, organization and community. The book is structured in a well-developed, very comprehensive social cognitive theory by the author. The topics of optimism, hope, happiness, resiliency, emotional intelligence and overall psychological capital are precisely explained. The strength of the book is it's up to date research base and its comprehensive coverage of the key topics with beautifully highlighted boxed real- world application examples in each chapter drawn from Business Week articles having up-to-date research base and comprehensively covers key topics.

Organizational behavior is precisely defined in the book in terms of the understandings, prediction and management of human behavior in the organizations. The theory development and research design has been given considerable attention. The environmental changes in terms of information technology, globalization, diversity and ethics with major sections on e-business, knowledge management, human/ intellectual capital, globalization, diversity and major ending sections on impact of ethics on organizational outcomes are clearly explained. Included" Organizational Context: Design and Culture'' gives special emphasis on the learning organization and horizontal, network, and virtual designs best practice cultures and a major section on the culture clashes from mergers and acquisitions. Culture change process of IBM cited in this book demonstrates how culture change may be successfully accomplished by other companies to survive. Significant emphasis is given on money as a reward, effectiveness of pay, forms of ''new pay'', recognition system and its benefits. The book comprehensively explains 'Personality and Attitudes'' and emphasis is given to' 'Big Five Personality Traits'' including the attitude along with its components as emotional, informational and behavior. "Motivational Needs and Processes'' deals with major sections on extrinsic and intrinsic motivation, procedural justice, attribution theory and cross cultural motivations. Studies of "Positive Organizational Behavior'' focuses on the unique POB psychological states of efficacy, optimism, hope, resiliency and overall psychological capital

‘Stress and Conflicts’ ‘chapter examines both stress and conflict. The causes of stress, interpersonal conflict and negotiation skills are precisely explained. The important component of organizational behavior-power and politics is discussed in modern organizations in terms of resources, decisions, goals, technologies, external environment and change and to strategies for acquisition of power. The study of these dynamics can significantly improve the understanding of organizational behavior. ‘Behavioral Performance Management ‘comprises of the material on the role of social cognition, critical analysis of reinforcement theory, pay for performance, social recognition. Lucidly explains “Effective Leadership Processes’’ with major sections on the resurfacing of the trait approach to leadership .Also includes ‘Great Leaders: Styles, Activities and Skills’’ deals with major sections on leading in the new environment, leadership skills, leadership development programs, and material on the role of hum our & fun in leadership, the dark side of leadership in transitory countries, leadership competencies, unusual sources of leadership wisdom and leadership skills.

Thus, the author has presented a total package for practicing managers who want to understand and more effectively manage their most important assets-their human resources.

BOOK REVIEW 2

Anthikad, J. (2007). *Psychology for Graduate Nurses* (4th ed.). New Delhi, ND: JayPee Brothers. Medical Publishers (P). Ltd.

The book **"PSYCHOLOGY for GRADUATE NURSES**." by **"JACOB ANTHIKAD**" covers general psychology and educational psychology of nurses in the health care sector. The book covers all most all the aspects of the nurse's job performances. It presents the text concisely and in lucid manner. It can be an effective guide for understanding the nurse's psychology towards their job and the factors affecting their psychology and the remedies to the same.

The book lucidly explains that psychology is the integral part of almost all the professions including nursing. It is helpful in understanding the behaviour of patients and working staff, to bring changes in the environment and helping in inculcating such changes. Moreover, study of psychology is helpful in making self analysis of one self. It is necessary for the nurses to understand a person's entire physical and psychological situation to provide him with most helpful nursing care. The nurses must be familiar with the power of unconsciousness in her as well as the patients' behaviour. Environmental factors affect the human interests, attitudes, aptitudes, habits, temperaments, social and cultural norms as well as manners and etiquettes. The environment determines how one can achieve the performance limits in a given situation. The personality characteristics of the nurses as responsible, patience, commitment, dedication, punctuality, hard work, good physical stamina, ability to help, serve the needy and so on are explained. Thus, understanding of personality will helps nurses in predicting others behaviour is included with various personalities development stages of the person and the behaviour pattern of the nurses to deal with them. The behaviour and the attitude of the nurses should be such as it should be suitable to that very stage. In others, it will cover control of emotions in the patients as help them feel comfortable, understand the feelings, inculcate optimistic thoughts, develop empathy and understanding. Frustration and conflicts can harm the nurses by causing stress and anxiety. Some common signs of frustration are persistence, escape and aggression. Some methods to cope up with the frustration are also discussed. Nursing being the fourth most stressful profession book concisely explains some steps should be taken to cope up the stress as-balancing professional and personal life, exercise and meditate, slow down your pace of life, make your goals practical, organize priorities, develop social circle and practice coping

statements as I will do my best and I can. Understanding the defence mechanism will help the nurse to support the patient and its family is clearly explained. The nurse should try to understand the patients' attitude. In this field the nurses specially trained for mental health is needed. The book also throws light on study of educational psychology that helps the nurses to study more deeply, increase her grasping and understanding her capacity. It would prepare them for the future skilled nurses and to solve the problems of nursing students and teach them more effectively. The various factors influencing the memory are organization and memory network theory, self recitation during practice, over learning and practice and method of loci. Nurse's knowledge about internal and external attributions will affect her attribute to patient s illness; the book also includes the studies on the scope of social psychology, group- the unit of study, factors associated with antisocial behaviour as environmental and personality factors. The concept of leadership along with the types of leadership as autocratic, democratic and free reign leadership is comprehensively explained.

STATEMENT OF THE PROBLEM

Considering the noble services provided by the nurses, the contribution of nurses in true spirits in the service to mankind cannot be undervalued and need to be held in high esteem by health leaders and even the society. Nurses are distinctive among professions in its angle of vision, in its intimacy scope in relation to patients since nurses are witness to life's most profound events when patients are at their most vulnerable. Nurses' being the edifice of health care sector, this profession is most trusted to act honestly and ethically. Five times since 1999, nurses have topped Gallup's annual survey of honesty and ethics among all professions. "Nurse", considered to be synonymous of "Care" should be highly respected and valued for rendering us their services for a noble cause to cure us, heal us, to keep us safe and protected. They are the lifeline of health care and play the most significant role at par with the doctors. The patient satisfaction and profitability of the hospitals depend upon the work efficiency of the nurses. They are the crusaders of our good health. The likelihood of death or serious complications after surgery increases when fewer nurses are assigned to care for patients. So, if health care sector wants to fulfil its vision, they necessarily ought to realize the needs and desires of the nurses who work round the clock for our well being. Thus, health leaders should share an understanding that an optimistic work environment not only

empowers the employees but it is also beneficial in enhancing patient's satisfaction and well being of the society. Positive work environment energizes the nurses to give their best outputs to health care and society. Certain principles are necessary to abide by for creating and maintaining an enriched work environment in the health care sector for nurses. In the lieu of this, certain factors that needed to be studied are the effect of work environment on nurse's performance, essentials and facilities required for healthy work environment and the existing gaps that needed to be modified to have a satisfied working environment for the nurses.

RESEARCH GAP

Workplace today is in the state of reconstruction with the contemporary issues as employee satisfaction, empowerment, organisational culture, global markets, diverse customer demand and need for efficient workforce with the global mindset pertaining to every aspect of the organization. Significant gaps in the work environment of the nursing sector that have been observed are:

- Barriers to nurse decision involvement in the hospitals need to be explored.
- Scanty research has been done on violence and sexual harassments among the nursing profession.
- Poor physicians and nurse's relationship, co-worker support and supervisor support are negatively related to on- the- job abuse needed to be studied.
- Factors causing the feeling of depersonalisation in the nurses towards the work needed to be studied.
- Research is immensely required in investigating the prevalence of burnout and its relationship with suicidal thoughts among medical residents and nurses.
- Job outcomes of nurses resulting from workplace conflicts and inefficient grievance handling machinery need to be explored.

JUSTIFICATION OF THE STUDY

Since nurses honour us with their excellence everyday so the study proves to be of eminent significance for:

1. The higher administration of the health departments.
2. The nursing professionals.
3. The researchers, academicians and the students.
4. Similar other service professions where effective workforce are considered the organisations primary player in achieving the goals and gaining competitive edge.
5. The information gathered through this research will add up to the existing body of knowledge which can be useful for the economic and social progress of our country.

OBJECTIVES OF THE STUDY

- To explore the various work environment factors affecting the job performance of female nurses.
- To judge the overall satisfaction level of female nurses.
- To analyse the effects of work environment on job performance of female nurses.
- To suggest the probable measures for healthy work environment for female nurses.

HYPOTHESIS OF THE STUDY

- H_a: There is significant impact of working environment on job performance of female nurses.

RESEARCH METHODOLOGY

- **Research Design**: A descriptive and exploratory research design.
- **Sampling Design**: A sample of 500 female nurses will be selected from the government and private hospitals of Jaipur by stratified proportional random sampling technique.
- **Universe of the Study**: The universe of the study will be female nurses from selected hospitals of Jaipur.
- **Data Collection Methodology**: The primary data will be collected through structured questionnaire and secondary data will be collected from books, journals, reports and internet.
- **Sample Data:** Sample of 500 female nurses will be taken from the following hospitals of Jaipur :

S. No.	Name of Government Hospitals	Total Nurses in the Hospital	Sample Size	Name of Private Hospitals	Total Nurses in the Hospital	Sample Size
1	SMS Hospital	800	240	Fortis Escort Hospital	250	75
2	Zanana Hospital	151	45	Mahatma Gandhi Hospital	91	27
3	Mahila Chikitsalaya	78	23	Santokba Durlabhji Hospital	300	90
	Total		**308**	**Total**		**192**

- **Data Analysis Tools**: For the purpose of presentation and analysis of data following statistical tools will be applied:
    1. SPSS SOFTWARE.
    2. DESCRIPTIVE STATISTICS (Arithmetic mean, median, mode and standard deviation).
    3. INFERENTIAL STATISTICS (Exploratory Factor Analysis)
- **Validation of Hypothesis**: Exploratory Factor Analysis.

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APPENDIX

SECTION - A

Demographics

1) AGE:

2) SEX: Male _____ Female_____

3) MARITAL STATUS: Single _____ Married_____
Divorced_____ Widow_____

4) TYPE OF FAMILY: Joint_____ Nuclear_____

5) HIGHEST DEGREE EARNED (check one): _____ High school diploma _____ Master's Degree _____ Vocational certificate _____ Ph.D. _____ BSC .Nursing _____ Other (please specify)

7) PLEASE INDICATE NUMBER OF YEARS OF EXPERIENCE_____ Up to and including 1 year _____ 1-4 yr____5-8yr___9-12yr___13-16yr___17-20yr___21-24yr___>25yrs___.

8) NAME OF HOSPITAL: _____

9) SECTOR: Government _____ Private_____

SECTION - B

The statements below describe various factors affecting the work environment. For each statement, tick the response that reflects your agreement or disagreement.

VALUABLE COMMUNICATION

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	Administration listens and responds to employee concern.					
Q.2	Employees are communicated and heard timely and precisely.					
Q.3	I know what is expected of me and my job.					

AUTONOMY

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	My position allows me to make independent decisions.					
Q.2	I choose how to perform my work.					
Q.3	The majority of my position requires routine task.					

MEANINGFUL WORK

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	My employer values my work					
Q.2	I receive feedback that my work contributes to the overall success of the company.					
Q.3	Generational differences are recognised, respected and celebrated.					

SUPPORT / RELATIONSHIPS

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	My supervisor takes personal interest in me.					
Q.2	My supervisor listens to me.					
Q.3	My supervisor "stands up" for me.					

STRESS, WORK PRESSURE AND BURNOUT

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	My work load is manageable.					
Q.2	My position involves a high degree of pressure.					
Q.3	My position is dominated by time sensitive urgent task.					

SIGNIFICANT RECOGNITION

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	Praise and recognition for a job well done.					
Q.2	Appreciated and noticed for meaningful work done.					

CLIMATE / WORK CONDITIONS

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	My work conditions are acceptable.					
Q.2	I have adequate supplies/ equipment necessary to complete my job.					
Q.3	I have adequate employees space.					

EFFECTIVE DECISION MAKING

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	Freedom to make important patient care and work decisions.					
Q.2	Not being placed in position of accepting my suggestions.					
Q.3	Equal in power and authority to other top level executives in decision making.					

ATTRITION LEVEL

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	Over duty, stretched working hours leads to higher attrition.					
Q.2	Violence and abuse leads to higher attrition.					
Q.3	Poor recognition and inter personal relationships leads to higher attrition.					

SECTION - C

Select the level that best represents you overall job performance for each item below:

		Strongly Disagree	Disagree	Neither Agree Nor Disagree	Agree	Strongly Agree
Q.1	Autonomy					
Q.2	Climate / Work Conditions					
Q.3	Communication					
Q.4	Performing Meaningful Work					
Q.5	Relationships (Supervisor / Colleague)					
Q.6	Stress / Work Pressure & Burnout					
Q.7	Support (Supervisor / Colleague)					
Q.8	Work Schedule					

PROPOSED CHAPTER SCHEME

Chapter No.	Topics
1	**INTRODUCTION - AN OVERVIEW**
2	**Conceptual Framework of Impact of Working Environment on Job Performance of Nurses (With Special Reference to Rajasthan)** - **Brief Introduction of Work Environment Factors Affecting the Job Performance of the Nurses.**
3	**RESEARCH METHODOLOGY** 3.1 Objective of the Study 3.2 Rationale of the Study 3.3 Scope of the Study 3.4 Hypothesis **RESEARCH DESIGN** 3.5 Sampling Design 3.6 Sample Size 3.7 Method of Sampling **DATA COLLECTION METHODS** 3.8 Primary Data Collection - Source - Instruments & Tools used 3.9 Secondary Data Collection - Review of Related Literature - Journals & Periodical review - Statistical tools used for Data Analysis
4	**DATA ANALYSIS & INTERPRETATION**
5	**FINDINGS AND CONCLUSION** 5.1 Findings 5.2 Conclusion 5.3 Recommendations & Suggestions 5.4 Limitation of the Study
6	**APPLICATION OF THE RESEARCH AND SCOPE FOR FURTHER STUDY**
	REFERENCES
	BIBLIOGRAPHY
	WEBLIOGRAPHY
	ANNEXURE : QUESTIONNAIRE